CASE STUDY

Strategic Real-Time Data Event Streaming for a Global Hospitality Group

Client

The client, a global hospitality group, operates 31 brands and more than 8000 properties in over 130 markets. After successfully trialing a technology capability for real-time data event streaming, they wanted to scale this next-gen capability across their entire group portfolio.

Challenge

- Scaling real-time data event streaming as a strategically managed service
- Integrating use cases like intelligent check-in, digital room-key acquisition, and real-time guest analytics
- Transitioning from a cost center to a profit center
- Ensuring enterprise-wide adoption of capabilities and services

LTIMindtree Solution

We constructed a comprehensive JUMPSTART program for co-creation through which we achieved the following:

- Defined a robust technology architecture for multi-tenancy, underpinned by responsible governance
- Created an adoption acceleration strategy to boost the utilization of the new technology
- Developed a strategic plan for transitioning the current cost center into a profit center
- Formulated an evangelism and upskilling strategy to enhance team capabilities.
- Outlined the technology strategy and roadmap, laying out the path for future developments
- Developed an intelligent automation strategy to streamline processes and increase efficiency
- Created high-level architecture and service design patterns to guide the implementation
- Formulated an implementation playbook, ensuring a structured and efficient execution
- Defined a Target Operating Model (TOM) and an adoption strategy to drive the organizational transformation
- Designed an integration strategy to ensure seamless interoperation of the new technology with existing systems
- Established a governance model to oversee the operations and ensure alignment with corporate goals

Business Benefits

- Enterprise-wide standardization through the adoption of strategic capabilities and enabling services, promoted through executive sponsorship
- Productivity uplifted through rapid implementation with intelligent automation, service playbook, and guide rails
- Service and cost sustainability through chargeback model and long-term data monetization program

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